STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

April 2, 2014

To: **Independent Providers in the Community Options Program**

From: **John S. Wilson, Program Manager**
         In-home Supports Assurance System (ISAS)

Re: **Missing Time Request Due Date – IMPORTANT**

Effective **May 2, 2014,** all missing time for services performed must be recorded in the ISAS system. For example, if a provider worked in January for two days and forgot to clock in or out, or both, using ISAS, the missing time must be recorded in ISAS by May 2nd in order for the provider to receive payment. Any missing times submitted after 11:59 PM May 2nd will **NOT** be paid.

Providers who were enrolled in the Living at Home waiver (LAH) program:
All missing time for services performed from **12/2/13 – 4/30/14** should be recorded in ISAS.

Providers who were enrolled in the Waiver for Older Adults (WOA) program:
All missing time for services performed from **12/9/13 – 4/30/14** should be recorded in ISAS.

Providers should do ONE of the following to confirm and submit all missing time to ISAS:

(1) Contact the help desk at **855-463-5877** and ask a representative if any missing times exist between the dates that correspond to your program. If so, tell the representative the times you worked and they will be entered.

(2) Log into ISAS at Ltssmaryland.org, go to reports tab, choose the services rendered report, enter the dates above that correspond to your program.

If there are any missing times, either call the help desk so a representative can enter the times worked, or use the Missing Times Process on the ISAS site to enter the times yourself. The Missing Times Process is detailed in the ISAS Webinar (Chapter 2) or can be read in the ISAS Reference Guide (Chapter 3); both the webinar and manual be found at Ltsstraining.org.

Note: A username and password is required for logging into ISAS; contact dhmh.isashelp@maryland.gov to request access.

Effective May 2, 2014, missing time requests are due two business days after the end of each month for any services performed during the previous month. The schedule for the remainder of the year appears in the table below for your convenience. Submissions not in accordance with this guidance will be **rejected.**

Month Services Performed	Date Missing Time Request Due (11:59 p.m. Eastern)
December 2013 - April 2014	Friday, May 2, 2014
May 2014	Tuesday, June 3, 2014
June 2014	Wednesday, July 2, 2014
July 2014	Monday, August 4, 2014
August 2014	Wednesday, September 3, 2014
September 2014	Thursday, October 2, 2014
October 2014	Wednesday, November 5, 2014
November 2014	Tuesday, December 2, 2014
December 2014	Monday, January 5, 2015

For questions or concerns, please contact dhmh.isashelp@maryland.gov.